

**PUEBLO OF LAGUNA**  
**JOB ANNOUNCEMENT NO. 2020-27**

**OPEN TO IN-HOUSE and EXTERNAL APPLICANTS**

**POSITION:** Receptionist On-Call  
**OPENING DATE:** September 28, 2020  
**CLOSING DATE:** December 28, 2020  
**DEPARTMENT:** Pueblo Secretary's Office  
**SALARY RANGE:** NE-5; \$21,590 - \$32,386

**Position Summary:**

Under direct supervision of the Human Resources Manager, operates a multi-line telephone system and provides professional reception duties. Continuously applies the Pueblo's Core Values in support of Workforce Excellence. Maintains confidentiality of all privileged information.

*This list of duties and responsibilities is illustrative only of the tasks performed by this position and is not all-inclusive.*

**Essential Duties & Responsibilities:**

- Screens incoming calls and visitors; routes to program staff as required; may respond to inquiries independently based on nature of contact.
- Welcomes visitors; exercises/exhibits professional etiquette and demeanor in personal, telephone and/or email contacts.
- Retrieves messages from voice mail and forwards to appropriate personnel.
- Monitors visitor access and signs in visitors as required.
- Types correspondence, reports, and other documents from drafts, recordings, or verbal instruction.
- Edits and reviews correspondence and documents for correct grammar, punctuation, and spelling.
- Sorts and routes mail; maintains and routes publications.
- Maintains phone system, fax machines, and other office equipment; performs minor maintenance and repairs; arranges for equipment maintenance and repair.
- Manages Calendars; reserving Council Chambers as requested.
- Sends/Retrieves faxes, logs, and distributes incoming faxes.
- Maintains appropriate level of office supplies; processes supply orders to replenish as needed.
- Contributes to a team effort and accomplishes related results as required.
- Maintains a clean and well-organized work environment.
- Performs other duties as required.

**Minimum Qualifications:**

High School Diploma or GED. Six months of receptionist experience in a large office setting required. A combination of related education and directly related work experience may be considered. Fluency in the Laguna language preferred.

**Background Investigation Requirements:**

The Pueblo of Laguna has a Suitability Policy for background investigation processes. Every position in the government operation is reviewed and designated at one of three risk levels. The determination is commensurate with public trust responsibilities and attributes of the position which includes job duties. The Receptionist is designated at a Moderate Risk Public Trust (MRT).

Type of Background Check	Required
Pre-Employment Drug Screening	X
Background Investigation (Criminal Check, Sex Offender Check, Social Security Trace, Driving Record, Civil Court Check – if applicable, Tribal Criminal Check – if applicable)	X

Employment Verification, Education / License Verification, Personal Reference Verification	X
Fingerprint Verification	
Must Be Able to Drive a Pueblo Issued Vehicle	
Other	

**Knowledge, Abilities, Skills, and Certifications:**

- Knowledge of traditional form of government and pueblo customs and traditions.
- Knowledge of the functions and structure of the Pueblo of Laguna.
- Knowledge in services the Pueblo of Laguna provides.
- Knowledge of and skill in use of modern office practices, procedures, and equipment.
- Knowledge of proper spelling, grammar, punctuation, and math skills sufficient to carry out essential duties.
- Ability to communicate effectively, both verbally and in writing.
- Ability to demonstrate Problem Solving skills.
- Ability to interact and maintain good working relationships with individuals of varying social and cultural backgrounds.
- Ability to represent the Pueblo of Laguna in a professional manner.
- Ability to maintain confidentiality.
- Ability to handle multiple tasks, meet deadlines, and exercise independent judgment.
- Ability to follow oral and written instruction.
- Skill in computer use, including Word, Excel, Outlook, and software unique to program.

**Application Instructions:**

- Go to [www.lagunapueblo-nsn.gov](http://www.lagunapueblo-nsn.gov) and click on Employment Opportunities for application instructions and application form. **Read instructions prior to completing application form; incomplete applications will not be considered.** Resumes are encouraged but not in lieu of a complete application form.
- All hand delivered documents must be received by the Human Resources Office no later than 4:30 pm (MDT) on the closing date. All electronically mailed documents must be received by the Human Resources Office no later than 11:59pm (MDT) on the closing date.
- Application packets may be submitted by one of the following methods:
  1. E-mail to [poemployment@pol-nsn.gov](mailto:poemployment@pol-nsn.gov);
  2. Mail to Pueblo of Laguna Human Resources; P.O. Box 194; Laguna, NM 87026
  3. Deliver to the Human Resources Office, 22 Capital Road; Laguna, NM
  4. Fax to (505) 552-9675
- For more information, contact Clarice Chavez, at (505) 552-5785 or by e-mail at the above address.

**LAGUNA TRIBAL MEMBER PREFERENCE APPLIES**